

IBERO LINHAS – TRANSPORTES, LDA.**Project No. 27058**

'AI in SMEs' Scheme – Business Innovation (C05-i14.01)



Project No.: 27058

Call: AAC No. 03/C05-i14.01/2025 – 'AI in SMEs' Scheme

Beneficiary entity: IBERO LINHAS – TRANSPORTES, LDA. (NIPC 500 361 703)

Managing entity: Banco Português de Fomento, S.A. (IFIC Incentive Scheme)

Description

IBERO LINHAS – TRANSPORTES, LDA. is implementing a Generative Artificial Intelligence solution using AI agents, integrated with its management systems. The project aims to automate manual and information-intensive processes in agency and transport operations, including the acquisition of technological infrastructure, software licensing, the recruitment of human resources specialised in AI, and consulting and training activities that ensure knowledge transfer and build the teams' internal capabilities.

Approval date: 05/02/2026

Start date: 01/03/2026

Completion date: 28/02/2028

Duration: 24 months

Eligible investment: 392 749,00 Euros

Non-repayable grant: 294 561,75 Euros (support rate: 75%)

Objectives

Applied across four business areas – operations management, production management, customer support and financial document processing – the solution has the following main objectives:

- 30% increase in productivity;
- 20% reduction in processing time;
- 44% increase in Gross Value Added (GVA);
- Net creation of 2 jobs and a positive return on investment.

Activities

The project is structured around four areas of application. In operations management, logistics monitoring and optimisation capabilities are being developed, with particular emphasis on container track and trace. In production management, administrative processes and high-volume repetitive tasks are automated. In customer support, a 24/7 conversational assistant supported by customised AI agents is being implemented. In the financial area, the solution provides intelligent document management and the automated processing of invoicing and tax documentation. Across all areas, the project includes team capacity-building through general and specialised technical training.

Keywords

Generative Artificial Intelligence; AI Agents; Digital Transition; Transport and Logistics; Process Automation.

Funding programme

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